

# Troubleshooting Checklist

## Air Pollution Distance Learning Network

### Satellite Equipment

- *Check to make sure power source is plugged in.*
- *Make sure the television monitor is set to channel 3 or 4 to match the receiver requirement for video input. (Not to be confused with the satellite channel 92).*
- *Make sure the satellite receiver is set to channel 92. If set properly, the number will appear on the monitor.*
- *Make sure the smart card is still in the unit.*
- *A blank screen generally indicates that the receiver has lost its authorization. Unplug satellite receiver, wait ten seconds, and reactivate. Sometimes this will eliminate the problem.*
- *If the blank screen persists, the downlink site coordinator should call his/her satellite maintenance provider (if on maintenance contract) or if not, call Microspace Network Control for re-authorization at 919-850-4503 or 4506. When calling Microspace, you will be asked for your Site Code, the Smart Card number, and the Receiver number.*

Telephone numbers to remember:

For problems regarding signal reception, please call Jean Taylor at (919) 541-4946.

For ordering tapes, please call Dennis Shipman at (919) 541-5477 or e-mail at [shipman.dennis@epa.gov](mailto:shipman.dennis@epa.gov)